



Answer ID - KB0029809

Booking File (PNR) Retention line

Retention line is used to keep PNR's (passenger name record or booking file) 'live' in Travelport+ for longer than the current 24 hours after the last travel date. In situations, where passengers can rebook to a new travel dates, the travel agent can use the usual ticket exchange functions to reissue the ticket.

However, if the passenger does not yet know the new travel dates, there will be a need to keep PNRs live to maintain system information from the original tickets and other documentation added to the booking file.

In order to provide continuity for information of the original tickets, it will be necessary to add a retention segment to the current PNR. This will keep the PNR live beyond its purge date and it will maintain a link to the original tickets held by the validating carrier and retain all administration information recorded in the PNR.

Note, adding a retention segment to the GDS PNR does not provide retention of the airline PNR.

Example: >RT.T/30SEP*HOLD BOOKING FOR REFUND

Format Item	Action
RT.T/30SEP	replace 30SEP with valid until date, recommend six months from today's date
*HOLD BOOKING FOR REFUND	free format text following *

Help page : H/RT